

DigitalShipper Enterprise Update

The DigitalShipper update is delivered via a full DigitalShipper version update. The update includes the four components to DigitalShipper: DigitalShipper Database, DigitalShipper Management Console, DigitalShipper Enterprise, and DigitalShipper Web Services.

Before you begin the Software Update:

1. Please read all of the installation instructions closely beforehand, including the FAQs.
2. Back up the DigitalShipper ConnectionStrings.config file located here:
<<drive letter>>:\Inetpub\wwwroot\DigitalShipperEnterprise
3. Gather database connection information from the ConnectionStrings.config. Server/instance names, login credentials (users & passwords), and database names.
 - a. You may connect with either a SQL Server login or via Windows Authentication. The login must have permissions to alter both schema and data. If you need assistance or information with database credentials contact DigitalShipper Support at support@digitalshipper.com.
4. Uninstall the DigitalShipper components using Add Remove Programs. Uninstall the following in any order: DigitalShipper Database, DigitalShipper Web Services, DigitalShipper Management Console, and DigitalShipper Enterprise.

Updating the Application:

1. Download the DigitalShipper setup files for the four components to a temporary directory on the DigitalShipper server (for example: C:\DigitalShipperSupport\20211210).
2. Run the SetUp.exe as Administrator for each of the four components.
 - a. After you have installed DigitalShipper.Database you will be provided with the utility to run the database update. The database *must* be updated. On the DigitalShipper Setup - Database v.5 window, confirm the SQL Server instance name, valid credentials, and the database name. Click Run.
 - b. When presented with the option to enter in the database connection information, during the DigitalShipper Enterprise, DigitalShipper Management Console, or DigitalShipper Web Services installation, bypass this step by selecting "Next".
 - c. If DigitalShipper is running under its own App Pool, you must select the appropriate App Pool from the dropdown list for the DigitalShipper Web Services, DigitalShipper Management Console, and DigitalShipper Enterprise installation.

FAQ:

Q: Are there any server prerequisites for the update?

A: Yes, the latest update requires the presence of Microsoft .NET Framework 4.8 on the application server(s). A message will display via the Setup Wizard installer window if .NET 4.8 is not present. It is recommended for your team to validate if it is present and update if necessary before performing the update.

Q: What if I encounter problems during the update?

A: Confirm that during the update process you:

1. Configured the database connection information accurately.
2. Selected the DigitalShipper App Pool for each of the components.
3. Executed the database update after installing the DigitalShipper Database Component.

If you are still having problems, please contact DigitalShipper Support at support@digitalshipper.com. Note, normal business hours are 8:30 – 5:00 PM CT, Mon - Fri.

Q: When should I run the update?

A: All users must be off the system while the software update is being applied. Customers are responsible for creating and verifying database backups prior to running the update. It is recommended for the update be run any time prior to the effective date; current rates will not be affected.

Q: How long does the update take?

A: The update should only take 30 minutes.

Q: Can the update be run multiple times?

A: Yes, but it is not necessary. The application only applies changes as needed.

Q: What if we are using Edge or Chrome as the browser for accessing DigitalShipper Enterprise?

A: With the latest DigitalShipper, if users utilize Edge or Chrome, they need the DigitalShipper Client Manager installed on their workstation computer for peripheral communication.

Q: What do we do if the formatting of the Shipments page looks awry after the update?

A: If your users experience an issue with the Shipments page layout in an Internet Explorer browser, you will need to remove the DigitalShipper site from Internet Explorer's Compatibility View list. The 'Display intranet sites in Compatibility View' should also be unchecked.

Q: How can I test the rates before the effective date?

A: Ship a package in DigitalShipper by changing the Ship Date that appears on the right side of the Shipments page to the carrier's effective date or later. View the rate in Shipment History (make sure and void the package after verifying the rate).

Q: Does the update include negotiated rates?

A: No. If you have updated 2022 negotiated rates, contact your carrier account representative for an updated rate spreadsheet. Contact DigitalShipper Support at support@digitalshipper.com for assistance formatting and importing your updated negotiated rates.